

# CUSTOMER SERVICE SHEET

USER NAME: <i>W</i>		DATE: <i>11/21</i>	
<input type="checkbox"/>	MISSING ADDRESS	<input type="checkbox"/>	INVALID CREDIT CARD
<input type="checkbox"/>	MISSING PAYMENT METHOD	<input type="checkbox"/>	CREDIT CARD DECLINED
<input type="checkbox"/>	INVALID DEPOSIT ACCOUNT	<input type="checkbox"/>	NO EXPIRATION DATE
<input checked="" type="checkbox"/>	INSUFFICIENT FUNDS BALANCE SHOWN:	<input type="checkbox"/>	CHARGE ERROR Corrections to be made
<input type="checkbox"/>	UNAUTHORIZED USER	<input type="checkbox"/>	MISSING FED-EX ACCOUNT #
<input type="checkbox"/>	COMPONENT ERROR	<input type="checkbox"/>	DELIVERY METHOD
<input type="checkbox"/>	RAM INTERFACE	<input type="checkbox"/>	
OTHER:			
Date and Time Sent to Customer Service		Date and Time Received in Data Entry	
ADDITIONAL COMMENTS:			
<i>This is request for some fee</i>			
<i>Not our publication</i>			
<i>ORDERS</i>			

# OEMS - Order Query



File Options Window Help



Number: **1546239** Status **CLOSED** Bin **0** Type **Public**

Search Order Packages Order Line Payment Fulfillment History

## Received

Method FAX

OPR 11/17/2006 12:07

PTO 11/17/2006

Modify...

## Reference

EOS Number

Correction For Order

Corrected By Order

## Customer

IDON IDON731940

Name

Company LEE, HONG, DEGERMAN, KANG & SCHMADEKA

## Timestamps

Opened

Created 11/21/2006 10:24

Created By CWARE1

Modified 11/22/2006 12:38

Modified By VBROWN

Suspended

Closed 11/22/2006 12:38

## Contact

Name MARTHA MARTINEZ

Email

Phone 213-623-2221

Ext. 7068

Pager

ID

Fax 213-623-2211

Modify...

Total Order Cost

\$18.00

Reopen...

Suspend...

Control Sheet

Close...

# OEMS - Order Query



File Options Window Help



Number: **1546239** Status: **CLOSED** Bin: **0** Type: **Public**

Search Order Packages Order Line Payment Fulfillment **History**

## History List

Date/Time	Action	User ID	Line	Payment	
	<All Actions>	<ALL USER>	0	0	
11/21/2006 14:52:57	MODIFY PAYMENT	LHAIRE	0	1	<a href="#">Details</a>
11/22/2006 09:26:20	OTHER	LHAIRE	0	0	
11/22/2006 12:38:51	INITIATED BY DPR	VBROWN	0	0	
11/22/2006 12:38:55	Cancel Order Line	VBROWN	1	0	
11/22/2006 12:38:55	Fill Package	VBROWN	0	0	
11/22/2006 12:38:56	Close Order	VBROWN	0	0	

## More Filters

History Type: <All History> Category: <All Categories>  
Subcategory: <All Subcategories>

## History Note

Category/Subcategory

## Correspondence File Path

Order Status changed from <PENDING> to <CLOSED>

# OEMS - Order Query

File Options Window Help



Number: **1546239** Status **PENDING** Bin **0** Type **Public**

Search Order Packages Order Line Payment Fulfillment History

## History List

Date/Time	Action	User ID	Line	Payment	
	<All Actions>	<ALL USER>		0	
11/21/2006 14:52:57	MODIFY PAYMENT	LHAIRE	0	1	
11/22/2006 09:26:20	OTHER	LHAIRE	0	0	<a href="#">Details</a>

## More Filters

History Type <All History> Category <All Categories>  
Subcategory <All Subcategories>

## History Note

Category/Subcategory

Correspondence File Path

Order submitted to Customer Service. Insufficient funds. 2 orders submitted.